



POSITION DESCRIPTION

Group: Territory and Business Services

Classification: Administrative Service Officer 6

Branch: Domestic Animal Services

Position Status: Temporary

Position Title: Manager, Animal Welfare

Position Hours: Full Time (36.75 hours)

Position Number/s: P17392

Reports to: Senior Director

Position Requirements: WWVP, Drivers Licence

Location: Symonston

Last Reviewed: 01/09/2023

DIRECTORATE OVERVIEW

Join the TCCS Crew! Live. Work. Connect

Transport Canberra City Services offers you more than a job – as a resident of or visitor to Canberra, wherever you are and whatever you do, we interact with you. Whether it be caring for our open spaces, our built environments or our transport, we need a wide range of skills, experiences and perspectives to deliver for the people of Canberra.

We offer rewarding careers with great benefits, and you will work on projects that make a difference to the everyday lives of your family, friends, and community. We value our people; we support diversity, and we strive to be a great place to work.

Learn more about who we are at the [Transport Canberra and City Services website](#).

DIVISION OVERVIEW

Transport Canberra & Business Services delivers the essential services Canberrans rely on each day. From integrated public transport, including a bus fleet of 450 buses and overseeing the management of Light Rail, through to delivering programs at our public library branches and providing administrative oversight to the ACT Public Cemeteries Authority. It is also responsible for Domestic Animal Services, and commercial operations including Yarralumla Nursery, ACT Public Cemeteries and Capital Linen.

The division employs over 1200 employees developing, implementing and enforcing various pieces of policy and legislation. Not to mention delivering constant services to a growing, vibrant and ever-changing city.



BUSINESS UNIT OVERVIEW

Domestic Animal Services is the domestic animal management service for the Australian Capital Territory. Our mission is to ensure the safety of the public and the best possible animal welfare outcomes, in partnership with our stakeholders.

The service administers the *Domestic Animals Act 2000* (the DA Act) and the *Animal Welfare Act 1992* (the AW Act), which includes:

- responding to public safety matters such as attacking, harassing, or menacing dogs
- investigating and enforcing animal welfare and animal nuisance complaints
- registration and annual renewal of dogs and cats residing in the ACT
- animal management permits such as breeding and Sexually Entire Animal Permits
- animal welfare licences and permits for pet businesses, research and teaching, animal trapping, circuses and travelling zoos
- accreditations for assistance animals and assistance animal trainers and assessors
- special licences for keeping multiple dogs or cats, or dangerous dogs.

We pride ourselves on educating and promoting responsible pet ownership, caring for and enriching impounded dogs, reuniting stray dogs with their owners, and arranging adoption, rescue or foster for surrendered dogs.

WHAT YOU WILL DO

Based at the Domestic Animal Services facility in Symonston, the Animal Welfare Manager plays a critical role in our enforcement of the *Animal Welfare Act 1992*. They are responsible for driving regulation, policy and strategy pertaining to animal welfare matters within the Australian Capital Territory (ACT), including developing, maturing, and delivering the ACT's Animal Management and Welfare Strategy, Cat Plan, Canberra Dog Model, and other strategies.

The role also provides support to the ACT's Animal Welfare Advisory Committee (AWAC), including assisting with drafting Codes of Practice and preparing high level reports and briefing documents.

This position is appointed as an Inspector under the *Animal Welfare Act 1992*. This position does not involve direct supervision of staff.

Working under limited supervision, the position will:

- Undertake tasks and activities associated with the Animal Welfare Advisory Committee (AWAC) work program, such as drafting reports, briefs and/or Codes of Practice.
- Coordinate compliance programs including scheduling inspections of pet businesses and other licensees under the *Animal Welfare Act 1992*.



- Supporting the Animal Welfare Authority and Senior Director with work under *Animal Welfare Act 1992*.
- Develop, implement, and continuously improve animal welfare policies (including licensing and permits), in consultation with stakeholders, partners, and community where required.
- Provide guidance and support to the Animal License and Permits Officer in terms of processing animal welfare permits and licences, and assistance animal applications.
- Analyse data and prepare reports pertaining to animal welfare matters, including licencing and permits, and respond to ministerial and community requests for information in a timely manner.
- Other tasks appropriate to this level of classification which contribute to the goals and objectives of Domestic Animal Services.

WHAT YOU REQUIRE

Professional / Technical Skills

- Experience in animal welfare environments or management is highly desirable.

Behavioural Skills

- Demonstrated understanding and commitment to the TCCS Values framework, workplace respect, equity and diversity framework, workplace health and safety best practice.

Compliance Requirements / Qualifications

- To be eligible for permanent employment within the ACT Public Service you must be an Australian citizen or a permanent resident. Individuals on visas with Australian working rights are eligible to apply for temporary non-ongoing roles.
- This position requires a National Police Check and Working with Vulnerable People Check prior to commencement.
- This position requires a Driver Licence (Class C) or equivalent.

SELECTION CRITERIA

Note: Please take into consideration the “What you require” section outlined above when addressing how you have demonstrated the selection criteria.

Please refer to the advertising materials for information on how to apply.

1. Demonstrated experience managing a small team in an animal welfare environment or similar.



2. Demonstrated ability to develop and implement evidence-based policy and/or regulatory work through research, analysis, and stakeholder consultation.
3. Demonstrated organisational skills including the ability to be across multiple projects, manage competing priorities and provide accurate and considered advice in a complex regulatory environment.
4. Well-developed written and verbal communication skills with experience in preparing complex briefs or reports in consultation with others and an ability to communicate effectively with a wide variety of stakeholders to achieve results.

ASSOCIATED RESOURCES

[ACTPS Shared Capability Framework](#); describes the skills, knowledge and behaviour that can universally be expected of every ACT Public Servant at different organisational levels and in every workplace across the service.

[Classification schedules](#); identifies positions as belonging to a category which has common characteristics, the same rate or range of pay, and equivalent work value.

[ACTPS Performance and Development Framework](#); a mechanism to ensure that everyone in the workplace is clear on what is expected of them at work.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that TCCS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never
STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Requirement to work overtime	Occasionally
Rostered shift work	Never



SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently
PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Never
Working outdoors	Never
MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally
TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never
SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material or work sites	Occasionally
OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally